



Global Training for Development USAID/E&E

Diagnostic Review of Exit Questionnaire Data (1997-2002)

Caucasus (Georgia, Azerbaijan, Armenia)

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Methodology

The evaluation of training programs is achieved through the information collected in the exit questionnaires administered to the participants at the end of the training event. The exit questionnaire used to assess participant satisfaction was developed for the Global Training for Development project in collaboration with USAID/E&E training staff. A detailed description of the exit questionnaire follows on the next page.

This report reviews regional training evaluation data for the periods of CY1997-98, CY1999, CY2000, and CY2001-02 disaggregated by location of training, US based, in-country, and third country. Six separate sections of the exit questionnaire were reviewed and compared: orientation, logistics, interpretation, content, utility of training, and overall assessment. Each section contains several questions, which were tabulated together, and the results reported represent the average percentage of all the questions in the respective section. The three questions pertaining to the usefulness, relevance, and utility of training, as well as the two questions dealing with overall assessment—all of which are included in the section of the questionnaire on content—were reviewed separately in order to assess participant satisfaction in only these areas. The table on page 14 indicates the overall ratings in participant satisfaction in each section of the questionnaire by reporting period and training location. The response rate for the six sections reviewed was tabulated also by reporting period and location and is included on page 15.

The review sample is based on the number of programs with exit questionnaires administered, as well as the number of participants who submitted exit questionnaires. Statistics for the review sample are indicated in the analysis under each venue and reporting period.

Purpose

The objective of this review is twofold:

- To provide home- and field-office staff with a comprehensive summary of the training evaluation data by reporting years and training venues. Project staff will be able to compare the data of the four periods and use it appropriately for internal quality control.
- To provide a general review of key components of the training, assess its effectiveness, highlight areas that have shown improvement, and point out aspects that require greater attention.

The Exit Questionnaire

The exit questionnaire used to assess participant satisfaction in training was developed for the Global Training for Development project in collaboration with USAID/E&E training staff. The questionnaire contains a comprehensive set of questions in key areas of training: orientation, logistics, content, and utility of training in the workplace. It is structured to provide participants with a range of choices for each question useful in assessing their degree of satisfaction with the training program. The questionnaire also addresses the results-oriented approach to training emphasized under GTD by allowing participants to assess if the program was relevant to their work, and whether they will use and apply their new skills in their organizations.

Below is an explanation of each section of the exit questionnaire:

Orientation

The questions in this section inquire whether participants received orientation prior to the beginning and at the beginning of the program, the degree of involvement they had in planning their training, and how well the orientation lectures and materials prepared them for the program. The evaluation ratings for these two different sets of questions—orientation received and satisfaction with orientation—were grouped and analyzed separately. The statistical chart presented for each venue includes the breakdown of these questions.

Logistics

These questions address participant satisfaction in areas such as transportation, timeliness of allowance payment, medical insurance, training facilities, and housing.

Interpretation

In this section, participants report whether or not an interpreter was provided, and are asked to rate the language and technical skills of the interpreter(s). Participants also have the opportunity to judge the level of difficulty encountered in the interpretation or translation of activities such as classroom lectures and discussions, reading assignments, site visits, and social events.

Program Content

This section contains three different sets of questions, which were separated for the statistical analysis. One set of questions deals with the actual content of the training program and asks participants to rate the training ability and technical expertise of the instructors, the balance between theory and practice, the instructional methods, group discussions, site visits, efforts in identifying ways to apply training, and opportunities to develop professional linkages. Another set of questions addresses the relevance, usefulness, and applicability of training in the workplace, and the third set asks participants to provide an overall assessment of the training. The statistical chart presented for each venue includes the breakdown of these questions.

Summary of Findings

Overall Summary

The overall rates in participant satisfaction for the training programs conducted in the Caucasus remained consistently high across venues and reporting periods, above 88% in all areas but two. The scores for US training improved in 2001-02 in most areas from the already high scores of the previous years reaching above 92% in all instances. For in-country and third-country training, the ratings are somewhat lower and, while there was a slight decline in 2001-02 in some instances, the four-year average for each area of training is above 88%. Refer to the table on page 14 for a comparison of the overall ratings in participant satisfaction in each section of the questionnaire by reporting periods and training venues.

Below are observations and explanations for the overall findings in each area of training:

Orientation

A high number of US participants reported having received orientation in each reporting year, an average of 94%. Although the satisfaction rate with US orientation declined somewhat in 2000, it improved the following year to 92%, the highest rating in the four years. For third-country training, the number of participants who reported having received orientation declined considerably in 1999, from 83% to 71%, but increased significantly in the next two years reaching 88% in 2001-02. The number of participants who judged being well prepared for their training also improved each of the last two years achieving a score of 91% in 2001-02. Pre-departure orientation was not conducted for in-country programs, thus this area is not included.

There are two explanations for the decline in 1999 in the number of third-country participants who received orientation:

- Prior to attending a third-country program, often participants had attended related in-country training. In these cases, the orientation they received focused primarily on logistical arrangements rather than program issues because the content of the program had been discussed during the in-country event. When filling out the questionnaire, it is possible that third-country participants who were involved in in-country training did not understand how a specific training activity was linked to another activity.
- In 1999, many third-country programs were conferences that participants had identified and applied to USAID for sponsorship. Because participants were well acquainted with the content of the conferences, orientation in these cases also focused mainly on logistical arrangements.

Logistics

The various aspects of logistics received a high level of satisfaction in the three venues reaching 98%-99% in several instances. The four-year average for US training is 96%, for in-country training 97%, and for third-country training 94%.

Interpretation Services

Participant satisfaction with the interpretation services remained very high throughout the reporting periods, with a four-year average of above 92% for all three venues. The successful achievement of the training objectives and the benefit that participants derived from the lectures, site visits, and group discussions largely depended on the language skills and technical expertise of the interpreters. The best laid out designs or most engaging lectures and site visits are rendered useless if the interpreters lack the necessary technical and language skills to convey to the participants all the information being transmitted. These high satisfaction rates demonstrate that interpreter services in the three venues consistently remained of the highest quality.

Content

The satisfaction rates for the various aspects of the program content are especially high for US training reaching 93% in 2001-02. While the rates for in-country and third-country training are somewhat lower, the four-year average for both venues is 89%. The strong positive responses in the content area demonstrate the effectiveness of an integrated approach to the design of training activities, often involving a combination of venues, all directed at achieving the same objectives.

These high scores also indicate that quality training providers were selected through extensive research and a competitive process. These were providers that specialized in the participants' professional fields, were able to relate the information being provided to the conditions and situations in their respective countries, and had the expertise to respond to the demands and needs of USAID-sponsored training.

Utility and applicability of training

A very high percentage of participants in the three venues agreed that the training was relevant, useful, and applicable to their work, an average of 94% for in-country and third-country participants and 96.5% for US participants. The Caucasus used a competitive and rigorous process for selecting participants who were evaluated and ranked against specific criteria. Thus, those participants who would benefit the most from the training and were in positions to effect change in their organizations were selected.

The number of participants who judged 'good/very good' efforts in identifying ways to apply training is high in the three venues with an average of 88% for the four years. These high scores indicate that this important component of training—efforts in identifying ways to apply training—was implemented successfully. Either through the development of concrete action plans or group discussions participants identified potential areas where they could effect change in their respective work or communities. In addition, they examined solutions to the challenges and constraints they expected to encounter in their efforts to apply their training. This activity remained an integral component of the training programs in the three venues.

Overall Assessment

A high number of US participants rated their experience as positive with a four-year average of 94%. Although the ratings for third-country and in-country participants declined somewhat in 2001-02, the four-year average is a strong 91.5% and 88.5% respectively.

Caucasus US-Based Training

Summary of Satisfaction Rate

The table below presents a four-year comparison of the average ratings in participant satisfaction for the various components that comprise each training criterion. The statistics are based on calendar year.

Criteria	US based			
	1997-98	1999	2000	2001-02
Orientation				
Received ¹	95%	94%	93%	93%
Satisfaction rate ²	90%	90%	87%	92%
Logistics				
Satisfaction rate	95%	96%	93%	99%
Interpretation				
Satisfaction rate	97%	93%	92%	95%
Content				
Satisfaction rate	92%	91%	89%	93%
Utility/Applicability³				
Agreement rate	96%	97%	97%	96%
Overall Assessment⁴				
Positive	95%	96%	93%	93%
	N=230	N=228	N=304	N=100

¹ Includes 4 questions:

- Did you receive orientation prior to the beginning of your program?
- Did you receive orientation at the beginning of your program?
- Were the training objectives discussed with you?
- Were you actively involved in planning your training?

² Includes 3 questions:

- How well did the orientation prior to the training prepare you?
- How well did the orientation at the beginning of the training prepare you?
- On a scale of 1-5, how well prepared were you for this program?

³ Includes 3 questions:

- The program was useful
- The program was relevant to my work
- I will be able to apply what I learned in my work

⁴ Includes 2 questions:

- Overall, how would you assess training experience?
- Would you describe your training experience as positive?

Caucasus US-Based Training

Key Findings

Overall findings

US-based participants expressed a high level of satisfaction in the four reporting years, above 90% in most areas of training. The ratings decreased somewhat in 2000, but improved significantly in 2001-02 especially in orientation, logistics, interpretation, and content. The highest ratings are in utility/applicability and logistics, an average of 96% in each area. Below is a review of findings for each area of training covering the four reporting years. (Refer to the table on the previous page for a comparison of the ratings in the four reporting periods).

Findings for each area of training

Orientation - In the four reporting years, an average of 94% of the participants reported having received orientation prior to and at the beginning of the program. The satisfaction rate in orientation decreased somewhat in 2000, but improved the following year from 87% to 92%. The four-year average in participant satisfaction with orientation is 90%.

Logistics - Participant satisfaction with the various aspects of logistics, such as housing, transportation, timeliness of allowance payments, medical insurance and the quality of training facilities also improved significantly in 2001-02 reaching a high 99%.

Interpretation - Although the percentage of participants who were satisfied with the quality of key aspects of interpretation, such as the language skills/technical vocabulary of the interpreters and the quality of translated materials decreased somewhat in 1999 and 2000, it improved considerably the following year reaching 95%.

Content - The number of participants who rated 'good/very good' key aspects of the content, such as the training ability/technical expertise of the instructors, site visits, the instructional methods, and the pace of instruction, declined slightly in 2000, it improved in 2001-02 reaching 93%, the highest rating in the four years. The average for the four years is 91%.

Utility/Applicability - The relevance, utility, and applicability of training received consistently high marks throughout the four years, between 96% and 97%. The number of participants who judged 'good/very good' efforts in identifying ways of applying training in the workplace was an average of 90% for the four years.

Overall Assessment - Although the number of participants who rated their experience positive declined somewhat in the last two years, the overall average for this section is a strong 94%.

Participant and program statistics represented in each year of the review sample are included on the next page.

Caucasus US-Based Training

The Review Sample

Participants

Number of US participants trained and number represented in the review sample:

	1997-1998	1999	2000	2001-2002
Number of participants who completed US training	289	268	316	136
Number of participants who submitted exit questionnaires	230	228	304	100
Percentage of participants resented in the review sample	80%	85%	96%	74%

Average Age	40	34	35	34.5
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Training Programs

Number of US programs implemented and number represented in the review sample:

	1997-1998	1999	2000	2001-2002
No. of US programs implemented	37	35	45	21
No. of programs with exit questionnaires administered *	29	29	37	18
No. of programs represented in the review sample	29	29	37	18
Percentage of programs represented in the review sample	100%	100%	100%	100%

*Programs such as conferences, seminars, internships, normally, do not have exit questionnaires administered.

Caucasus In-Country Training

Summary of Satisfaction Rate

The table below presents a four-year comparison of the average ratings in participant satisfaction for the various components that comprise each training criterion. The statistics are based on calendar year. Because pre-departure orientation is not a component of in-country training, this section was not analyzed.

Criteria	In-country			
	1997-98	1999	2000	2001-02
Orientation	Not analyzed			
Received Satisfaction rate				
Logistics				
Satisfaction rate				
Interpretation				
Satisfaction rate				
Content				
Satisfaction rate				
Utility/Applicability¹				
Agreement rate				
Overall Assessment²				
Positive				

N=339

N=1,843

N=4,069

N=1,335

¹ Includes 3 questions:

- The program was useful
- The program was relevant to my work
- I will be able to apply what I learned in my work

² Includes 2 questions:

- Overall, how would you assess training experience?
- Would you describe your training experience as positive?

Caucasus In-Country Training

Key Findings

Overall findings

The ratings for in-country training remained high throughout the four reporting years, above 88% in most areas. The sections on logistics and utility/applicability of training received the highest ratings, an average of 97% and 94% respectively. The section on overall assessment scored the lowest ratings, with an average of 88.5%. Below is a review of findings for each area of training covering the four reporting years. (Refer to the table on the previous page for a comparison of the ratings in the four reporting periods).

Findings for each area of training

Orientation - Because pre-departure orientation is not a component of in-country training, this section was not analyzed.

Logistics - This section received consistently high scores throughout the four years with an overall average of 97%.

Interpretation - In most instances, in-country training is conducted by native speakers, thus interpretation services are not necessary. The four-year average in the satisfaction rate for those who received interpretation services is a high 92%.

Content - Although the rating for the various aspects of training content decreased slightly in 2001-02, the four-year average in this area is a strong 89%.

Utility/Applicability - The ratings for the relevance, utility, and applicability of training remained at 95% during the first three years. While the rating decreased to 90% in 2001-02, the four-year average for this section is a high 94%. Likewise, the number of participants who judged 'good/very good' efforts in identifying ways to apply training was high in the three years, an average of 84%.

Overall Assessment - An average of 88.5% in the four years judged their training experience as positive.

Participant and program statistics represented in each year of the review sample are included on the following page.

Caucasus In-Country Training

The Review Sample

Participants

Number of in-country participants trained and number represented in the review sample:

	1997-1998	1999	2000	2001-2002
Number of participants who completed in-country training	933	3,415	6,513	3,901
Number of participants who submitted exit questionnaires	339	1,843	4,069	1,335
Percentage of participants represented in the review sample	36%	54%	62%	34%

Average Age	39	35	35	36
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Training Programs

Number of in-country programs implemented and number represented in the review sample:

	1997-1998	1999	2000	2001-2002
Number of in-country programs implemented	47	159	273	127
Number of programs with exit questionnaires administered*	27	146	203	58
Number of programs represented in the review sample	27	146	203	58
Percentage of programs in the review sample	100%	100%	100%	100%

*Programs such as conferences, seminars, internships, normally, do not have exit questionnaires administered.

Caucasus Third-Country Training

Summary of Satisfaction Rate

The table below presents a four-year comparison of the average ratings in participant satisfaction for the various components that comprise each training criterion. The statistics are based on calendar year. There were only three TC programs in 1997 none of which had exit questionnaires administered. Thus, the review for this period is based on data from the eight programs conducted in 1998.

Criteria	Third Country			
	1998	1999	2000	2001-02
Orientation				
Received ¹	83%	71%	87%	88%
Satisfaction rate ²	91%	85%	88%	91%
Logistics				
Satisfaction rate	90%	97%	95%	95%
Interpretation				
Satisfaction rate	97%	96%	93%	92%
Content				
Satisfaction rate	89%	90%	88%	91%
Utility/Applicability³				
Agreement rate	95%	97%	94%	90%
Overall Assessment⁴				
Positive	88%	94%	90%	94%
	N=42	N=71	N=265	N=430

¹ Includes 4 questions:

- Did you receive orientation prior to the beginning of your program?
- Did you receive orientation at the beginning of your program?
- Were the training objectives discussed with you?
- Were you actively involved in planning your training?

² Includes 3 questions:

- How well did the orientation prior to the training prepare you?
- How well did the orientation at the beginning of the training prepare you?
- On a scale of 1-5, how well prepared were you for this program?

³ Includes 3 questions:

- The program was useful
- The program was relevant to my work
- I will be able to apply what I learned in my work

⁴ Includes 2 questions:

- Overall, how would you assess training experience?
- Would you describe your training experience as positive?

Caucasus Third-Country Training

Key Findings

Overall findings

In the four reporting years, participants expressed a high level of satisfaction—between 85% and 97%—in all areas of third-country training. The highest scores are in logistics, interpretation, and utility/applicability of training with a four-year average of 94% in each area. The lowest scores are in orientation and content with an average of 89% in each area. Below is a review of findings for each area of training covering the four reporting years. (Refer to the table on the previous page for a comparison of the ratings in the four reporting periods).

Findings for each area of training

Orientation - In 1999, the number for participants who reported having received orientation dropped considerably from 83% to 71%, but increased significantly in the last two years reaching 88% in 2001-02. See explanation for this decline under Summary of Findings, page 3.

Logistics - The various aspects of logistics received a high satisfaction rate especially in the last three years, between 95% and 97%.

Interpretation - Although the ratings for this section decreased somewhat in the last three years, the four-year average of participant satisfaction with the various aspects of interpretation is a strong 94.5%.

Content - The ratings for this section decreased somewhat in 2000, but improved the following year to 91%, the highest score in the four years. The overall average for this section is 89.5%.

Utility/Applicability - Although the ratings for the usefulness, relevance, and utility of training decreased in 2000 and 2001, this section received high marks each year with an overall average of 94%. Also in the four years, an average of 91% judged ‘good/very good’ efforts in identifying ways of applying training in the workplace.

Overall Assessment - An average of 91.5% of participants in the four years rated their training experience as positive.

Participant and program statistics represented in each year of the review sample are included on the following page.

Caucasus Third-Country Training

The Review Sample

Participants

Number of third-country participants trained and number represented in the review sample:

	1998	1999	2000	2001-2002
Number of participants who completed third-country training	59	167	380	588
Number of participants who submitted exit questionnaires	42	71	265	430
Percentage of participants represented in the review sample	71%	42%	70%	73%

Average Age	45	42	44	30
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Training Programs

Number of third-country programs implemented and number represented in the review sample: In 1997, 3 TC programs were conducted none of which had exit questionnaires administered.

	1998	1999	2000	2001-2002
Number of third-country programs implemented	9	30	42	52
Number of programs with exit questionnaires administered *	8	24	35	50
Number of programs represented in the review sample	8	24	35	50
Percentage of programs represented in the review sample	100%	100%	100%	100%

*Programs such as conferences, seminars, internships, normally, do not have exit questionnaires administered.

Overall Summary of Satisfaction Rate CAUCASUS

The table below presents a comparison of the average percentages in participant satisfaction in each section of the questionnaire. Three TC programs were conducted in 1997, none of which had exit questionnaires administered, thus the findings for this year reflect 1998 only. Because pre-departure orientation is not a component of in-country training, this section was not analyzed. The number of participants who responded to the questionnaire is also indicated by venue and reporting period.

Criteria	US based				In-country				Third Country			
	1997-98	1999	2000	2001-02	1997-98	1999	2000	2001-02	1998	1999	2000	2001-02
Orientation												
Received	95%	94%	93%	93%	Not analyzed				83%	71%	87%	88%
Satisfaction rate	90%	90%	87%	92%					91%	85%	88%	91%
Logistics												
Satisfaction rate	95%	96%	93%	99%	96%	98%	97%	98%	90%	97%	95%	95%
Interpretation												
Satisfaction rate	97%	93%	92%	95%	88%	95%	92%	93%	97%	96%	93%	92%
Content												
Satisfaction rate	92%	91%	89%	93%	89%	88%	90%	88%	89%	90%	88%	91%
Utility/Applicability												
Agreement rate	96%	97%	97%	96%	95%	95%	95%	90%	95%	97%	94%	90%
Overall Assessment												
Positive	95%	96%	93%	93%	89%	90%	90%	85%	88%	94%	90%	94%

US-based

1997-98 N = 230
1999 N = 228
2000 N = 304
2001-02 N = 100

In-country

1997-98 N = 339
1999 N = 1,843
2000 N = 4,069
2001-02 N = 1,335

Third country

1998 N = 42
1999 N = 71
2000 N = 265
2001-02 N = 430

Summary of Response Rate

CAUCASUS

The response rate indicated on the next page refers to the average percentage of participants who responded to the questions in each section of the questionnaire.

The overall response rate for US training is above 85% in most areas in the four reporting years reaching 98%-99% in several instances. For in-country training, the response rate fluctuates considerably from 15% to 96%. It is higher and more consistent in the sections on content, utility of training, and overall assessment, and while there is a sharp decrease in 2000 in all sections, the rates for 2001-02 show a significant improvement. The overall response rate for third-country training is higher than for in-country, but it also varies considerably from 33% to 98%.

While there is a substantial representation of training programs in the evaluation data for all venues and years, the lower percentages for in-country training in logistics and interpretation indicate that participants do not complete the entire questionnaire. This is especially true in questions pertaining to activities that were not included in their specific training event. Instead of indicating '*not part of the program*', participants tend to leave the question unanswered, which has an impact on the overall response rate.

The chart below presents a comparison of the average response rate for each of the sections of the questionnaire by venue and reporting years.

Summary of Response Rate

Criteria	US				In-Country				Third Country			
	1997-98	1999	2000	2001-02	'97-98	'99	2000	2001-02	'98	'99	2000	2001-02
Orientation												
Received	88%	97%	96%	94%	Not analyzed				83%	77%	82%	96%
Satisfaction	90%	96%	97%	96%					78%	66%	85%	94%
Logistics												
Satisfaction	92%	96%	96%	93%	57%	48%	40%	45%	76%	92%	88%	84%
Interpretation												
Satisfaction	76%	85%	77%	54%	46%	20%	15%	39%	51%	43%	71%	33%
Content												
Satisfaction	95%	96%	96%	94%	85%	85%	71%	77%	80%	74%	89%	83%
Utility of training												
Satisfaction	93%	99%	99%	98%	93%	96%	90%	95%	93%	94%	97%	97%
Overall assessment												
Satisfaction	89%	98%	99%	96%	92%	94%	78%	86%	94%	95%	98%	97%